

JOB DESCRIPTION

Job Title	Faculty Assistant		
Reports to	Subject Area Manager		
Department	Organisational Behaviour Subject Area		
Job Family	Learning	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Research and Faculty Office is responsible for providing HR, Research, Teaching and PhD support to the academic staff of London Business School.

The Subject Areas, comprised of seven teams, including Organisational Behaviour, are led by the Subject Area Manager in close partnership with the Subject Area Chair and Deputy Director, RFO.

Subject Areas provide key support such as:

- Course administration, including Canvas setup and assessment
- Coordination of research events
- Processing expenses and managing casual workers/timesheets
- Administrative support to faculty and department

Our Organisational Behaviour department is comprised of faculty and PhD students that conduct research published in the world's top academic journals on a wide range of topics, including:

- The psychological principles that govern leadership, motivation, decision-making, negotiation and creativity
- Research with a focus on teamwork, group dynamics, organisational culture and personal identity
- Examining the sociological, cultural and institutional factors that shape organisational structures and systems, inter-organisational relationships and networks.

Job Purpose

To provide a broad range of administrative support, including as course administrator for all departmental teaching on degree and other programmes.

Providing assistance to assigned faculty, including diary management, whilst working closely with members of the administrative team, within and outside the department to provide a high quality experience to students, faculty and staff.

Key Areas of accountability and Key Performance Indicators (KPIs)

TEACHING SUPPORT

- Effective, timely and accurate administrative support for all Degree Education and PhD courses offered by the department.
- Liaison with the Central Services team and Programme Offices to ensure timely and accurate processing of grades, the administration of elective course examinations and all other elements of assessment.
- Coordinate all areas of course administration including organising room bookings, catering and events, organising of speakers, gifts, catering, AV
- Compilation and distribution of course outlines, both online on Canvas, including procurement of teaching materials and administration of appropriate Copyright.
- Other adhoc admin tasks as required in relation to the specific subject area courses as required.

SECRETARIAL SUPPORT

- Provide secretarial and administrative support for assigned faculty members and academic visitors utilising office systems and Microsoft Office software as needed.
- Some diary Management, scheduling meetings and making travel arrangements for faculty members and visitors
- Utilising the procurement and other accounting systems to assist with the administering faculty budgets and all departmental cost centres

EVENTS SUPPORT

- Responsible for organising events, such as the annual Recruitment and Research Seminars and similar external and internal events as well as providing administrative support for Academic conferences related to the Subject Area and its faculty.
- Plan meetings and arrange their associated space and catering requirements
- Plan departmental events and meetings such as department meetings, administrative team events and team training activities

COLLABORATION AND SUPPORT

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/ stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

KPIs:

- High-quality support service provided to students, faculty, colleagues and other stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- A level or equivalent experience
- Confident IT user and competent in use of Microsoft Excel and Word, Outlook and Power Point
- Excellent interpersonal and written and verbal communication skills
- Commitment to providing an outstanding level of customer service
- Attention to detail is essential
- IT literate and competent in the use of databases, spreadsheets, Word and the World Wide Web. Training will be given on in-house systems
- Experience of working in an international environment and an appreciation of cultural issues is desirable
- Skilled in handling a busy workload, prioritising multiple deadlines, time management skills, proactive and proven ability to use initiative

- Proven ability to have successful interactions with individuals at all levels: experience of working with senior executives, support staff, as well as working within a team and independently
- Strong problem-solving and analytical skills, with the ability to identify and resolve issues proactively

Resources including team management
NA

Staff	N/A
Budgets	N/A
Date Updated	30 April 2024